

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**PROGRAM SUPERVISOR - SPECIAL POPULATIONS
PARKS AND RECREATION DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs responsible administrative work planning and directing the operation of recreation centers, senior programs, swimming pools and summer recreational programs for the City's special-population residents. Reports to the Recreation Superintendent.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs responsible administrative work to plan, promote and direct the City's recreational programs for special populations and persons with disabilities. The employee of this class, through supervising and directing Recreation Center Directors and other subordinate personnel, is responsible for providing wholesome recreational opportunities for special segments of the community including senior citizens and persons with disabilities. Responsibilities include hiring, training and evaluating personnel. Work involves planning and demonstrating recreational activities and coordinating events. Work is performed in accordance with established policies and regulations under general supervision of the Recreation Superintendent and is evaluated through conferences in terms of the effectiveness and efficiency of programs and activities as well as public approval.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Meets with various civic groups to plan and coordinate recreational activities for City residents with special needs.

Performs personnel management functions for the Division including recruiting and selecting employees and volunteer workers, instructing and training staff, completing employee performance appraisals, and handling various personnel problems or questions.

Plans, implements, schedules and teaches recreational activities for special-population members of the community.

Attends a variety of professional meetings to stay current on issues concerning public recreation issues as they relate to special-needs populations.

Performs a variety of promotional and public relations duties such as making public contacts in an effort to describe recreational activities and programs and learn the desires of the community; preparing and presenting speeches and talks through various media in order

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to explain or interpret departmental activities, procedures and programs; and acting as necessary liaison with other public and private groups and agencies.

Establishes and maintains a variety of files and records and prepares periodic and special reports from those data.

Prepares the Division budget and monitors expenditures.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the objectives and ideals of special-needs populations.

Considerable knowledge of the principles and practices of municipal recreation activities.

Considerable knowledge of City resources available to senior citizens, persons with disabilities, and other special-needs populations.

Considerable knowledge of the philosophy and objectives of public recreation.

Considerable knowledge of the principles of supervision, organization, and administration.

Considerable knowledge of the current literature, trends, and developments in the field of parks and recreation administration.

Ability to plan, direct, and coordinate the work of subordinates.

Ability to develop and administer a recreation program suited to the needs of the community.

Ability to express ideas effectively orally and in writing.

Ability to compose correspondence and to prepare reports and publicity documents.

MINIMUM EXPERIENCE AND TRAINING

Bachelor's degree in recreation administration or a related field and 3 to 5 years of related experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

SPECIAL REQUIREMENT

Certification from the National Parks and Recreation Association as a Leisure Professional.

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COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Salary Grade 18
Exempt